

DIVISION OF DEVELOPMENTAL DISABILITIES (DDD)
**COMMUNITY RESIDENTIAL SERVICES AND SUPPORT
CERTIFICATION REVIEW AND EVALUATION REPORT**

SECTION A: ADMINISTRATION

AGENCY		WEEK OF	
STANDARD		PROGRAM COMPLIANCE	
		1	2
1. The service provider complies with all applicable federal, state, and local laws and regulations. CONTRACT SOURCE: DDDIG, AIG, ODC			
2. The service provider has a signed contract. (N/A for State operated programs.) CONTRACT SOURCE: ODC			
3. The service provider provides services for the number of clients stated in the contract. CONTRACT SOURCE: DDDIG, ODC			
4. Any refusal of services to a division client is documented in accord with contract requirements. CONTRACT SOURCE: DDDIG			
5. The agency or service provider maintains:			
a. General liability insurance:			
(1) Each occurrence \$1,000,000.00; or			
(2) Aggregate \$2,000,000.00, or \$3,000,000.00 for community protection vendors.			
b. Professional liability insurance, including coverage for losses caused by errors and omissions, with the following minimum limits, if applicable.			
(1) Per incident, loss or person \$1,000,000.00; or			
(2) Aggregate \$2,000,000.00, or \$3,000,000.00 for community protection vendors. CONTRACT AND DDD POLICY 15.04 SOURCE: ODC			
EVALUATOR COMMENTS			
CORRECTIVE ACTION PLAN/TIMELINES:			
INITIALS			
Administrator: _____ Evaluator: _____ Resource Manager: _____			

COMMUNITY RESIDENTIAL SERVICES AND SUPPORT CERTIFICATION REVIEW AND EVALUATION REPORT
A. ADMINISTRATION

AGENCY	WEEK OF
EVALUATOR COMMENTS	
INITIALS Administrator: _____ Evaluator: _____ Resource Manager: _____	

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6. The service provider has administrator-approved and department-approved written statements including, but not limited to, the following:			
a. A mission statement;			
b. Program description and admission criteria;			
c. Specifications on reporting requirements for client abuse, neglect, exploitation, or mistreatment;			
d. Organizational chart and description showing all supervisory relationships;			
e. Definition of staff roles and responsibilities, including the person designated to act in the absence of the administrator;			
f. Criminal background inquiries required by Chapter 388-06 WAC;			
g. Client confidentiality and release of information;			
h. Client rights which must include information on how to report suspected abuse, neglect, exploitation, and mistreatment;			
i. Client grievance procedures, including a client's right to file a complaint or suggestion without interference;			
j. Protection of client's financial interests, including management of client accounts, if applicable;			
k. Medication management, administration, and assistance;			
l. Plans for responding to missing persons, client emergencies, including access to medical, mental health, and law enforcement resources and natural or other disasters;			
m. Notification of client's guardian and/or relatives in case of emergency; and			
n. Methods used for soliciting client input and feedback on services and support received. WAC 388-820-260 AND 440 SOURCE: DDDIG, PPC, FGAIG DDD POLICIES 6.12 AND 6.19			
EVALUATOR COMMENTS			
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7. The program has a medication disposal policy approved by a pharmacist. (N/A for supported living programs.) DDD POLICY 6.19 SOURCE: PPC			
8. In addition to all other WAC, contract and policy requirements related to policies and procedures, Community Protection Intensive Supportive Living Services (ISLS) providers have policies and procedures that include: (N/A for all except programs serving community protection clients.)			
a. Program design;			
b. Specialized environmental supports;			
c. Communication between treatment team members, including the community protection client and his or her guardian, therapists, corrections officer, employment/day program providers, and others;			
d. Guidelines for supporting the community protection client to choose appropriate residential and employment/day program settings and appropriate locations for leisure time activities;			
e. Involvement of the community protection client's guardian, family, and/or friends and their supervision responsibilities;			
f. Admission process for community protection clients, including agency documentation requirements;			
g. Response and contingency planning for emergency relocation of the community protection client;			
h. Response and contingency planning for emergency staffing in the event staffing changes are required to protect staff or others, including addressing situations where the gender of staff working alone cause them to be at risk, where a client obsesses or makes threats to a specific staff, and other similar potentially dangerous situations;			
i. Law enforcement requirements including acknowledgment of and adherence to state laws governing registered and non-registered sex offenders; and			
j. Incident reporting, including emergency procedures to notify DDD when a significant incident occurs or a community protection client refuses to abide by restrictions, supervision requirements, treatment recommendations, and/or ceases participation in therapy. DDD POLICY 15.04			
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9. In addition to all other WAC, contract and policy requirements related to procedures, community protection ISLS providers have procedures that include: (N/A for all except programs serving community protection clients.)		
a. Program designs that avoid dehumanization or punitive attitudes;		
b. Development of integrated treatment goals, objectives, and therapeutic interventions to assist community protection clients to function safely in the community and avoid offending or re-offending;		
c. Collaboration and coordination between DDD staff, employment/day program providers, therapists, and other agencies and individuals, such as law enforcement, corrections officers, schools, employers, and mental health workers; and		
d. Security precautions reasonably available to enhance protection of neighbors, children, vulnerable adults, animals, and others.		
DDD POLICY 15.04		
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10. The service provider has established procedures for reporting alleged, reported, suspected or observed client mistreatment, neglect, abuse, as well as injuries of unknown origin. These associated policies and procedures, which are related to client care are approved by the DDD Regional Case/Resource Manager. These procedures include, but not limited to:			
a. The process for reporting to appropriate persons within 24 hours;			
b. The process for reporting to DDD within 24 hours;			
c. The process for reporting to outside agencies including law enforcement, Department of Health, Adult Protective Services, and Child Protective Services;			
d. Current telephone numbers for local law enforcement agencies;			
e. Program specific procedures detailing the responsibilities of reporting staff, direct care staff, and supervisory and/or administrative staff as mandatory reporters;			
f. Instructions for emergency client protection;			
g. Instructions for evidence preservation;			
h. Procedures for initiating an outside review/investigation when a report involves the acts or omissions of the administrator and/or supervisors. DDD POLICY 6.12 SOURCE: PPC			
11. The administrator of the service provider maintains current written personnel policies and procedures, which are made available to all employees. WAC 388-820-270 SOURCE: SIG, PPC			
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<p>12. The service provider has filed with the department a statement of assurance, and in practice, the service provider, when employing staff, supporting clients, or working with other agencies and service providers, does not discriminate against any persons on the basis of race, color, creed, religion, national origin, age, gender, presence of any sensory, mental or physical disability, including HIV/AIDS conditions, use of a trained dog guide or service animal by a person with a disability, marital status, disabled status, or Vietnam era veteran status, sexual orientation, and any other reason prohibited by law.</p> <p>WAC 388-820-160 AND 280 AND CONTRACT SOURCE: DDDIG, AIG, PPC</p>			
<p>13. The service provider has posted the toll free telephone number established by Aging and Adult Services Administration for receiving complaints regarding delegations of nursing tasks to nursing assistants.</p> <p>WAC 388-820-770(2)</p>			
<p>14. The administrator(s) is responsible for services delivered to clients, consistent with the DSHS contract and WAC:</p>			
<p>a. Overseeing all aspects of staff development, such as recruitment and staff training;</p>			
<p>b. Preparing and maintaining policies and procedures related to client services, personnel, and financial records; and</p>			
<p>c. Securely storing client, personnel and financial records.</p> <p>WAC 388-820-250 AND CONTRACT SOURCE: AIG, EOG, PRC</p>			
<p>15. Service provider notifies DDD of their intent to offer services to non-clients who are in the same household with clients. DDD has approved any of these situations considering the health, safety, and preference of the clients.</p> <p>WAC 388-820-110 AND POLICY 15.04 SOURCE: DDDIG, AIG</p>			
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16. The service provider's written personnel policies clearly distinguish between the instruction and support staff and administrator/other staff. DDD POLICY 6.04 SOURCE: PRC			
17. For community protection ISLS providers, staff role and responsibility definitions include: (N/A for all except programs serving community protection clients.)			
a. Program client security and supervision in the residence;			
b. Community safety and program client security when not in the residence;			
c. Confidentiality and release of information, including maintaining program confidentiality with regard to disclosure of information related to the community protection designation of the community protection client; and			
d. Program client rights and grievance procedure as related to specialized environments, and exception to policy procedures as specified in DDD Policy 5.15. DDD POLICY 15.04			
18. Following serious and emergency incidents defined in DDD Policy 6.12, the service provider:			
a. Immediately reports to the department a serious incident or emergency as specified in the contract;			
b. Submits a written incident report to the department as required by law or policy; and			
d. Notified the client's guardian or legal representative as soon as possible. WAC 388-820-430 AND 440(1), (2), AND (3) SOURCE: DDDIG, FGAIG, CRC DDD POLICY 6.12 AND CONTRACT			
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19. In situations where the continued presence of a client endangers the health, safety and/or personal property of another client, those working with the client and/or the client themselves or other citizens of the community, the service provider notifies the regional field services representatives to request immediate assistance. CONTRACT SOURCE: DDDIG			
20. If further assistance is needed on the first working day after initiating the verbal request, the service provider confirms in writing to the regional field services office the nature of the emergency, the need for immediate assistance and the type of assistance being requested. CONTRACT SOURCE: DDDIG			
21. For community protection ISLS program clients who must register with appropriate law enforcement authorities, the service provider has documentation of notification to DDD of the client's registration. (N/A for all except programs serving community protection clients.) DDD POLICY 15.04			
22. For group homes, client monthly income report forms are submitted to DDD at 12 month intervals for clients who are SSI recipient; at six (6) month intervals for clients who are non-SSI recipients receiving unearned income when there is no change in income amount; monthly for non-SSI recipients who are receiving earned income; monthly for SSI and non-SSI recipients when nonrecurring income is received; and monthly for clients having resources within \$300 of the maximum resource exemption allowed. (N/A for supported living programs.) DDD POLICY 6.12			
23. Agencies and individual providers retain a copy of each department-approved exception. WAC 388-820-930(6) SOURCE: DDDIG, ODC			
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24. The agency application for initial certification includes:		
a. A letter of intent;		
b. A mission statement		
c. A statement of assurance stating that the service provider will not discriminate against a client or employee (see WAC 388-820-280);		
d. Verification of financial stability;		
e. A budget forecast;		
f. A staff-coverage schedule;		
g. A staff in-service training plan;		
h. The service provider's policies and procedures;		
i. Relevant experience and qualifications of the service provider;		
j. A minimum of two (2) professional references;		
k. A copy of the license if applying for a group home;		
l. The administrator's resume; and		
m. A list of the service provider board of directors and affiliations, if applicable. WAC 388-820-020 AND 160(1) SOURCE: DDDIG, ODC		
25. The service provider complies with all requirements when a Change of Ownership is applicable. WAC 388-820-360 SOURCE: DDDIG		
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